

INFORMATION EXCHANGE

February 2001

Resources for Workforce Development Programs

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The Employment Training Network - We're Ready to Serve You!



The Employment Training Network (ETN) is here to serve up solutions to your technical assistance needs! We have the perfect recipe - a combination of professional consultants, library resource materials, and site visits to Workforce Investment Act (WIA) exemplary programs!

Our well-seasoned staff has been assisting customers for over ten years and continue to provide excellent service. And, best of all, we're affordable! The ETN offers assistance with travel expenses and consultant fees to WIA-funded agencies and their partners.

So spice up your workforce development program and call us today at (916) 654-8896. Phone orders welcome!



Workforce Development Update

Local Training Unit Announces New WIA Classes

The Local Training Response Unit (LTRU) of the Employment Development Department (EDD) Workforce Investment Division (WID) is pleased to announce two new Workforce Investment Act (WIA) classes.

"WIA Adult and Dislocated Worker Services Strategies" is a one-day workshop designed specifically for local One-Stop frontline staff who work directly with participants in the WIA program, including intake and assessment staff, case managers and job developers. This interactive workshop will compare case management and assessment strategies to clearly delineate the roles in a One-Stop environment; focus on identifying participant motivational factors and developing solutions to address the challenges they face; and also examine developing effective employer linkages. If you are interested in hosting this workshop, please contact Michelle Haakenson at (916) 654-9815, or e-mail mhaakens@edd.ca.gov.

The LTRU will soon be offering "Youth Programs Under the WIA". This one-day workshop is intended for frontline youth program staff, individuals designing youth programs,

youth council members, and others who desire assistance to build a community youth development system. This training will focus on the difference between the old Job Training Partnership Act program and the new Workforce Investment Act program requirements; i.e., long term results and performance goals, outreach challenges and strategies, youth councils, WIA ten program elements, and youth development integrated service systems. Local Workforce Investment Areas can request to host this training beginning March, 2001. If you are interested in hosting "Youth Programs Under the WIA", contact Dwight Brydie at (916) 654-9492 or e-mail dbrydie@edd.ca.gov.

The LTRU is also continuing to offer a one-day "WIA Fiscal Requirements" workshop. If you are interested in attending, please visit www.edd.cahwnet.gov/wiainbu.htm, Information Bulletin WIABOO 46, for contact names and telephone numbers. If your area would like to host this workshop, please contact Don MacMillan at (916) 654-8308.

Please visit www.edd.cahwnet.gov/wiainbu.htm for additional information on all LTRU training.

MARK YOUR CALENDARS!

USDOL - *Investing in Recovery: Their Success - Your Success*

Los Angeles-February 6-7, 2001
www.doleta.gov/BROCHURE.html

Robbin & Associates - *UPWARD BOUND! How to Help People Advance in the Workplace*

Los Angeles-February 6-7, 2001
Contact: (510) 834-8524

California Workforce Investment Board (CWIB)

Performance Based Accountability Meeting

Sacramento-February 7, 2001

Full Board Meeting - Sacramento-April 4, 2001
www.calwia.org

John Chamberlin & Rochelle Daniels Present -

The Final Regulations

Los Angeles-February 13, 2001

Contact: John Chamberlin - (Glenny) (503) 695-3200
Contact: Rochelle Daniels - (954) 205-2582

California Placement Association (CPA) Conference

Bakersfield-March 7-9, 2001
www.calplacement.org

California Workforce Association (CWA) Youth Conference - *Growing Up - Creating a System of Youth Services*

Palm Springs-March 13-15, 2001
www.calworkforce.org

One-Stop Workforce Development Conference

Portland, OR-March 23-27, 2001

Contact: Melinda Gamble, CMP (703) 359-6200
www.network-consortium.org

National Training Associates - *"Culture" of Poverty*

Sonora-March 29, 2001

Contact: Lynn Nolte - (209) 533-5790

California Workforce Association (CWA) 2001

Spring Conference - *Surfing the Next Wave*

San Diego-April 11-13, 2001

www.calworkforce.org

Sacramento Program Operators Association -

Career Developers Conference

Sacramento-April 26, 2001

Contact: Janice Whiting - (916) 261-3281

Youth System Resources

WIA Youth Councils - Meeting the Challenge

California is half way through its first year of the Workforce Investment Act (WIA) employment and training program. Most local Workforce Investment Areas have established Youth Councils and are now in the process of implementing various program strategies.

In most local areas the Youth Councils have become familiar with the legislative requirements of the Workforce Investment Act that include the 10 youth program elements, eligibility for Youth Workforce Investment Act funding, and development of an eligible youth service provider list. Most area Youth Councils are still in the process of formulating their Memorandum of Understanding with the local Workforce Investment Board that delineates roles and responsibilities and levels of authority between the two bodies.

Motivation to serve on local Youth Councils is exceedingly high but will wane very quickly unless broader community goals are established quickly. An example of one such goal is from the Anaheim Strategic Plan. The Anaheim Youth Council's goal is to "Create an advocacy program to promote early workforce preparation of local youth." To reach the goal the Youth Council Plan established the following three major objectives:

(1) Assess available resources that can be leveraged to address youth workforce issues by November 16, 2000; (2) Determine available resources that can be leveraged to address youth

workforce issues by November 16, 2000; and, (3) Facilitate meetings between appropriate agencies and programs to determine issues impacting workforce preparation strategies for youth, and assist with the negotiation of two partnerships to coordinate resources addressing youth workforce issues by June 30, 2001.

The goal for Anaheim Youth Council members is very clear and can be carried out by each member of the Council wherever members network within the community. Each member can be an advocate to promote early workforce preparation of local youth. This goal challenges members on a daily basis to recognize programs that promote youth workforce preparation and to also recognize where new possibilities might exist through coordination of resources.

Youth Councils throughout the State will continue to be challenged by the legislative mandates of the Workforce Investment Act and the Act's intent for the Youth Council to establish a youth workforce development system in the local Workforce Investment Area. Establishing clear goals is a first step in meeting this challenge and maintaining Council member commitment to the Workforce Investment Act youth workforce development system.

NOTE: Article written by Alex Laiewski, Consultant, (916) 423-3289, with contributions from the following Workforce Investment Areas: Verdugo Youth Workforce Council, Imperial County, Anaheim, Santa Barbara County, and Yolo County.

CWA-First Annual Youth Conference

The California Workforce Association (CWA) is sponsoring *Growing Up! Creating A System of Youth Services*, to be held in Palm Springs, California on March 13-15, 2001. This Youth Conference is being held in response to changes resulting from recent legislation, including the Workforce Investment Act (WIA) and the Vocational Education Act, and will assist in establishing and nurturing strong systems for youth in California and the region. An emphasis will be placed on frontline staff, program planners and designers, and youth council members. Please visit calworkforce.org for registration information.

Youth Council Resource Guide

The California Workforce Association (CWA), in collaboration with the U.S. Department of Labor, has prepared a "Local Youth Council Resource Guide" containing information on eligible youth, required program elements, performance measures and more. This guide may be purchased from CWA for \$5. Please call (916) 325-1610.

Welfare-to-Work

Tuolumne County DSS Sponsors "Culture" of Poverty

On March 29, 2001, a workshop entitled "*Culture of Poverty - Understanding and Successfully Working with Poor Clients in Rural, Mountainous Areas*" will be presented by Charles Blick of the National Training Associates in Sonora, California. This workshop is open to interested individuals and sponsored by the Tuolumne County Department of Social Services. It explores the "culture" of poverty, especially as it interacts with patterns of chronic substance abuse and family dysfunction. This course is appropriate for people at any experience and education level who regularly interact with people from generational poverty. Continuing Education Units will be offered upon request. Please call Lynn Nolte at (209) 533-5790 for more information.

One-Stop Centers

Successful College Campus One-Stop Credits Partnerships

The Oxnard College Job and Career Center, which has the unique distinction of being the only one-stop facility in California having its entire staff located on a community college campus, credits much of its success to the partnerships it has cultivated.

Significant services are provided by four Cabinets of the Federal Government: Community Colleges through the Department of Education, Welfare through the Department of Health and Human Services, Workforce Investment Act (WIA) through the Department of Labor, and Service Core of Retired Executives (SCORE) through the Department of Commerce.

The Center physically greets the general public with a single reception station as a portal for all services. The Resource Library lies directly adjacent to the entrance to allow self-service customers to search the Internet for business or career information. Customers frequently complete resumes or business correspondence by simply walking in the door and signing in.

The County has distributed its entire Welfare Temporary Aid for Needy Families (TANF) and Workforce Investment Act (WIA) pro-rata funding to the neighborhoods within easy commute of the campus. Specialized County support services include: District Attorney Child Support, Child Protective Services, Psychiatric Social Workers, Child Care Referrals Specialists, and the State of California Job Service. In addition, the Unemployment Insurance Department has funded a Telephone Claims station.

The College Economic Development Department offers employers the services of the Workplace Learning Grant, the Center for International Trade & Development (CITD), the Mexican-American Trade Association, and the Service Core of Retired Executives (SCORE). The College also has located its CalWORKs Career Preparation Academy in the Center. CalWORKs students, therefore, directly benefit from opportunities for employment.

The Oxnard College Job and Career Center is true to its slogan "Get a Job, Get a Better Job, Get a Career"! For more information, please contact Larry Kennedy, Director of the Job and Career Center, at (805) 986-7300.

Job Search

Internet Job Search Tips

Below are some web sites and tips, as provided by Richard Katz, HR Management Services, that will help you in providing assistance to job seekers:

<http://www.alltheweb.com> - This is a very fast, powerful search engine.

<http://www.flipdog.com> - This site meta-searches thousands of employer web sites for job openings. Employers are likely to list jobs on their own site before they pay to have them listed on the major job boards.

Check out these sites for free location and occupation-specific salary surveys:

<http://www.wetfeet.com> - Under "Do Research," click on "Salary and Perks" and you will find a great salary wizard.

<http://www.jobsmart.org> - Click on "Salary Info" for a comprehensive list of 300 salary surveys.

<http://www.careerperfect.com> - Obtain expert advice on interviewing and resume-writing.

You can set up search agents at most of the major job sites (including flipdog.com) that will search through new openings posted daily and e-mail you the results. Try the search agent at the biggest job site, <http://www.monster.com>. Click on "My Monster," sign up (it's free), and create a search agent or two. Soon your inbox will be filled with new job openings.

Be discovered. Instead of sitting at the soda fountain at Schwabs Drugstore waiting for Cecil B. DeMille to find you, learn the secrets of discovering the magic keywords that will get your resume noticed. Recruiters use Internet "spiders" to search for resumes with the right key words. Will it find yours? You can find the keywords in the job description of the position you are seeking. You can also be discovered if you participate in intelligent conversations about your profession on message boards on the net.

This is a sampling of information provided in H.R. Management's *Put A Dot.Com in Your Job Search* training class. Contact them by phone at (213) 368-1466; fax (213) 368-1466; or email r.katz@hrms.net. You may also visit their web site located at www.hrms.net.

Local Area Activities

Performance Excellence in Contracting for Workforce Program Outcomes

Region 6 of the Department of Labor (DOL), Employment Development Department Workforce Investment Division (EDD/WID), Employment Training Network, California Monitors Network, and Oakland Private Industry Council are collaborating to offer a unique training opportunity. Two sessions will be offered on April 2-3 and April 4-5, in Oakland at a location to be announced.

Nationally renowned presenters at this event are Barry Goff and Ron Schack of the Charter Oak Group from Connecticut. They will discuss the importance of contracting under workforce development programs for Individual Training Accounts; client services such as follow-up or case management; one-stop operators and partners; youth contracts and adult programs offered under waiver subgrants. All facets of contracting including procurement, writing contracts, and monitoring outcomes will be discussed. Of particular importance will be intermediate measures to track performance outcomes prior to availability of state unemployment insurance data.

Because this information is important to workforce development administrators at all levels of the funding stream, practitioners from the federal level of DOL Region 6 ; EDD regional advisors and compliance review staff; and local personnel from planning, contracting and monitoring will be invited.

These meetings are currently in the planning stages, and flyers will be sent in early February. For more preliminary information you may contact Maria Weidmark (DOL) at (415) 975-4633, Steve Malliaras (DOL) at (415) 975-4623, Steve Saxton (WID) at (916) 654-6425, or Dedre Ahl (California Monitors Network) at (661) 336-6965.

Career Developers Conference - Survival Jobs to Dream Jobs

On April 26-27, 2001, the Sacramento Federation of Program Operators will host a conference for Job Developers entitled *Survival Jobs to Dream Jobs: Creating a Career Ladder* in Sacramento, California.

This conference promises to be a huge success with an impressive list of speakers including: Denise Bissonnette of Milt Wright & Associates presenting *Cultivating the Spirit to Work: Motivating Change in the Participant*; Gabriel Lewall of Mercy Housing System presenting *Diversity in Our Community: Challenges and Strategies*; Bernice Carter of the The Practical Place Training Agency presenting *Placing High Risk and Unskilled Participants into Employment*; and Shirley Willey of Etiquette & Co. presenting *Business Etiquette*.

For registration information, you may call the Federation of Program Operators at (916) 553-4150 or visit the following web site: www.swol.org/html/conference.html

Long Beach Workforce Development System Receives Award

The Long Beach Workforce Development System was recognized for their achievement in excellence on their continuous improvement journey, and was presented with the California Prospector Award. The Long Beach service delivery area is the first of its kind to receive this state recognizable award from the California Council for Quality and Service (CCQS). This award represents the years of commitment the Long Beach Workforce Development System has made towards continuous improvement.

The California Prospector Award mirrors the Malcolm Baldrige Award criteria and recognizes organizations that develop and implement continuous improvement processes to improve their organization. The Prospector identifies and evaluates organizations on seven dimensions that promote

high levels of performance across any organization. The dimensions include leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management, and business results.

Ray O. Worden, Training and Employment Officer for the City of Long Beach, said, "I'm very proud of our staff and the quality teams that have worked hard to lead us to our continuous improvement success." The Long Beach Workforce Development System has also been recognized for their continuous improvement efforts by the U.S. Department of Labor and has been certified as a member of the Enterprise Council for the past three years.

For more information regarding the Long Beach Workforce Development System call (562) 570-3807.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

CAREER PLANNING

Creating Your Skills Portfolio, Show Off Your Skills and Accomplishments, Crisp Publications, Inc. (J2018)

The Guide for Occupational Exploration Inventory, A Self-Directed Guide to Career, Learning, and Lifestyle Options, JIST Works, Inc. (J2022)

Guide to Quality Career Search Resources, A Guide to State-of-the-Art Career Decision-Making Resources, University of Illinois at Springfield (J1791)

Sacramento Employment Sourcebook 2000, A Directory of Regional Job Hunting and Recruiting Resources, Sandra Hamel and Sacramento Metropolitan Chamber of Commerce (J1994)

INTERNET JOB SEARCH

Cyberspace Resume Kit, How to Make and Launch a Snazzy Online Resume, JIST Publishing, Inc. (J1931)

Cyberspace Job Search Kit, The Complete Guide to Online Job Seeking and Career Information, JIST Publishing, Inc. (J1941)

TRAINING

50 One-Minute Tips for Trainers, A Quick and Easy Guide, Crisp Publications, Inc. (J2025)

SKILL STANDARDS

Built to Work, A Common Framework for Skill Standards, U.S. Department of Labor, Employment and Training Administration (J2024)

EMPLOYMENT AND TRAINING

The CalWORKs Project, The Prevalence of Mental Health, Alcohol and Other Drug, & Domestic Violence Issues Among CalWORKs Participants in Kern and Stanislaus Counties, Prevalence Report, California Institute for Mental Health, Children & Family Futures, Family Violence Prevention Fund (J2027)

SUBSTANCE ABUSE

Treatment Works!, Where to Find Help in California Communities for Alcohol and Other Drug Problems, California Department of Alcohol & Drug Programs (J1901)

WELFARE-TO-WORK

No One is Unemployable, Creative Solutions for Overcoming Barriers to Employment, WorkNet Publications (J1659)

Communicating Hope for Job Retention & Advancement, (Video) Curtis & Associates, Inc. (J1955-AV)

Upward Bound...Beyond Job Retention, (Audio cassette tape of featured speech by Larry Robbin from *Beyond 2000: Building for the Future*, Department of Labor National Welfare-to-Work Conference), Robbin & Associates (J2026-CA)

FEBRUARY 2001

Monday

Tuesday

Wednesday

Thursday

Friday

			1	2
5	6	7	8	9
	<div>USDOL - Investing in Recovery Los Angeles - www.doleta.gov/BROCHURE.html</div> <div>Robbin & Associates - UPWARD BOUND! Los Angeles - (510) 834-8524</div> <div>CA Workforce Investment Board (CWIB)-Performance Based Accountability calwia.org</div>			
12	13	14	15	16
	<div>John Chamberlin & Rochelle Daniels - The Final Regulations Los Angeles City (503) 695-3200 or (954) 205-2582</div>	<div>*WIA Fiscal Requirements Los Angeles City (213) 485-5723</div>		
19	20	21	22	23
			<div>WIA Fiscal Requirements Fresno (559) 490-7106</div>	
26	27	28	29	30
	<div>WIA Fiscal Requirements Stanislaus County (209) 468-3522</div> <div>Training for Trainers Tulare County (916) 654-8782</div>			

*Training in shaded boxes conducted by the EDD Workforce Investment Division Local Training Response Unit

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID
PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety areas. Local Workforce Investment Areas (LWIAs) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.